

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 137

Date Received

28-AUG-2000

 Od_or _____
 Rt_dt _____
 Od_rt _____
 Up_ltr _____

Reference No.

868936

 Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
 In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located at front of windshield on drivers side) 1FMCU22X2RU827001	Vehicle Make FORD TRUCK	Vehicle Model EXPLORER	Vehicle Year 1994	Current Odometer Reading
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Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☐ New ☒ Used	City _____ State _____ Zip Code _____	No Cylinders _____	

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☒ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbell ☒ 2-Point Belt	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other _____ ☐ Sport Ult ☐ Truck ☐ Motorcycle	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02740000	Part Name(s) TIRES: TREAD	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 0	Date(s) of Failure(s) 27-MAY-2000 Mileage at Failure(s) <0000 Vehicle Speed at Failure(s) _____	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE DRIVING ABOUT 32 MPH RIGHT REAR TIRE HAD A BLOWOUT, AND THEN A TREAD SEPARATION. CONSUMER KEPT CONTROL OF VEHICLE. P235/75R15 FIRESTONE. *AK

CONTINUED ON BACK (SEE)

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 197	
		DEFECT INVESTIGATION		Date Received 8/12/00 28-AUG-2000	
OWNER INFORMATION (Type or Print) [Redacted] 631607				Reference No. B68938	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.				YES ☒ NO ☐	
Signature of Owner _____				Date _____	
VEHICLE INFORMATION					
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 1FMCU22X2RLR27001		Vehicle Make FORD TRUCK		Vehicle Model EXPLORER	
Purchase Date 5/20/00		Dealer's Name First Choice		Engine Size (CID/CC/L) No Cylinders _____	
☐ New ☒ Used		City Gainesville State FL Zip Code _____		☐ Turbo Diesel Gas Fuel Injection	
Transmission Type ☐ Manual ☐ Automatic		Antilock Brakes ☐ Yes ☒ No		Restraint System ☐ 3-Point Belt ☐ Motorbelt ☒ Driverside Airbag ☒ 2-Point Belt ☐ Passengerside Airbag	
☐ Cruise Control		☐ Drive Train ☐ Front ☐ Rear ☐ 4-Wheel		Vehicle Type ☐ Car ☐ Sport Utility Truck ☐ Van ☐ Minivan ☐ Motorcycle ☐ Other _____	
☐ Body Style ☒ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck					
FAILED COMPONENT(S)/PART(S) INFORMATION					
Component 02740000		Part Name(s) TIRES:TREAD		Location ☐ Left ☒ Right ☐ Front ☒ Rear	
No of Failures 0		Date(s) of Failure(s) 27-MAY-2000 Mileage at Failure(s) 40000 Vehicle Speed at Failure(s) _____		Failed Part(s) ☐ Original Replacement ☐ Yes ☐ No	
APPLICATION INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)					
Crash ☐ Yes ☒ No		Fire ☐ Yes ☒ No		Number of Persons Injured 0	
Number of Fatalities 0		Estimated Property Damage _____		Reported to Police ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)					
WHILE DRIVING ABOUT 32 MPH RIGHT REAR TIRE HAD A BLOWOUT, AND THEN A TREAD SEPARATION. CONSUMER KEPT CONTROL OF VEHICLE. P235/75R15 FIRESTONE. *AK					
CONTINUE ON BACK IF NEEDED					
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.					

November 3, 2000

To Whom It May Concern:

On May 20, 2000 I purchased a 1994 Ford Explorer from First Choice Auto Center in Gainesville, Florida. At the time of my purchase this vehicle had a set of Firestone ATX P235/75R15 tires which were advertised and sold as being new by the First Choice Sales Representative. On May 27, 2000, while my wife and I traveled away from our home toward Jacksonville, Florida, at approximately 6:15 a.m., the right rear tire seemed to explode causing the vehicle to be uncontrollable for several minutes. Fortunately I was traveling at a very low rate of speed because of the dense fog that Saturday morning and was able to bring the vehicle back under control and come to a stop without a serious accident. When I exited the vehicle to investigate what had happened, I saw a semi bald tire and the tread that had come off laying several feet back on the highway. my wife and I traveled to our destination and returned home with this tire because the spare was deflated.

When my wife and I returned to Gainesville the afternoon of May 27th, the dealer was closed and I could not speak to anyone about the incident with the tire until Monday, May 29, 2000. At that time the Sales Representative could clearly see what had happened to the tire as I brought evidence to show him. The management at First Choice agreed to replace the tire that had blown and because the left rear tire showed signs of the same thing happening, the management agreed to replace both tires. When I went to have the tires replaced at the auto shop that First Choice recommended, they said that they had been instructed by First Choice to put used tires on the vehicle. I objected vehemently and demanded that new ATX tires be put on the vehicle since this is what attracted my wife and I to the vehicle in the first place. The dealer totally refused to do this (which we now know was a blessing) and was authorized by their corporate office in Central Florida to give me two new tires from their operations center in Central Florida. On June 6, 2000 two new generic tires of very poor quality were given to me by First Choice Auto and I had to pay to have them mounted (see attached receipt).

When first word of a national recall of the Firestone brand tires that were on my vehicle came out, First Choice's Security Division at their corporate headquarters made several calls to my wife and I urging us to have the tires replaced right away as they had been informed of our prior trouble with the tires. After it became evident that there would be a national recall I went to the local Firestone/Bridgestone dealer in Gainesville with the same information as reported here. Firestone said that there was nothing they could do because they could only SEE the two remaining Firestone tires and said I needed to go back to First Choice so that they would either agree to pay for

the additional two tires, or provide proof that I had indeed purchase the vehicle with a complete set of Firestone ATX tires. First Choice refused to do either. At that point I secured the assistance of Drage, De Beaubien, Knight, Simmons Mantzaris & Neal, Attorneys at Law in Orlando, Florida. After several telephone consultations with the attorney I was told that I let First Choice off the hook when I accepted the lesser quality tires on June 6, 2000. It was recommended at that time by the representing attorney that I file a complaint with the State of Florida Division of Consumer Services and the National Highway Traffic Safety Administration. The attorney also suggested that I might call both Ford Motor Company Consumer Affairs Division (800-356-4444) and the Firestone/Bridgestone National Hotline (800-465-1904 or 800-424-9393) to find out what I might be able to do to get the other two tires replaced. After filing several reports with various state agencies (copies attached) and making several telephone calls to both Ford and Firestone, I was left with just one choice. It was recommended that when I went to my appointment on September 8, 2000 to have my front tires replaced, if I wanted to have a complete set of new tires, that I could personally pay for the two tires, file a reimbursement report with Firestone on a Firestone Voluntary Safety Recall Refund Request Form 2B, put the facts of my case in writing, and "PERHAPS" (I was told) I may get reimbursed for the out of pocket expense I incurred having the rear tires replaced at the same time the front tires were.

Enclosed you will find a copy of my reimbursement form and a copy of my receipt for purchase of the two rear tires.

Your attention to this request will be most appreciated.

Thank You,
